

# CUSTOMER RETURNS FORM

1. We can only accept returns if the footwear is in new condition; this means it is not soiled, worn or marked in any way.
2. We offer free returns as long as the footwear is returned within 30 days of purchase.
3. You must include your invoice/receipt and the completed returns form with your return.
4. Please return the footwear in the original box/bag they were delivered in.
5. To get your free courier label please email us at info@birkenstock.co.nz including both your order & reference numbers.
6. If we cannot service your exchange, we will fully refund payment to your original payment account.

Name: .....

Order no: ..... Phone: .....

Email address: .....

Exchange or refund: .....

Return reason:                      Size                      Faulty                      Other

Details: .....

Exchange Item: Style .....

Size: ..... Colour: ..... Width: .....

## **Return Address**

Birkenstock Online Exchange  
Shop 8 Station Square,  
240A Broadway  
Newmarket, 1023

# FITTING INFORMATION

1. Unbuckle all the straps and place your feet in the shoes. The contours of the footbed should correspond to your own arches and the toe grips should fit comfortably beneath your toes.
2. Before you stand up, look to see if there is about 1 cm of extra space for your toes and your heels and about 5mm on each side of your foot. You'll need this extra room because your feet will expand when you stand and walk.



3. Buckle the straps. Support comes from the footbed, not from tightly buckled straps. A securely fastened toe strap should be enough to keep your foot firmly in the footbed. Other straps can be worn loosely.
4. Please be careful to purchase the correct width as well as length.
5. Your toes should not touch the cork wall at the front nor should your heel touch the back. This will improve the longevity of your Birkenstocks.

**For more information on fitting please check out our size guide online or get in touch with one of our staff members.**

[www.birkenstock.co.nz/size-guide](http://www.birkenstock.co.nz/size-guide)

## **Contact Details**

09 520 0985

[info@birkenstock.co.nz](mailto:info@birkenstock.co.nz)